

IMAC TATA Meeting Minutes

4/19/05

Members present: Keli Poppe, Lynda Fischer, Dave Hippler, Jeff Brikowski, Eric Gibson, Donna King (for Vicki Jessup), Deana Tessman, Margaret Romens, Staci Wanty, Theresa Fosbinder, Tricia Bless, Paulette Penick, Julie Loebel, Kevin Raines, Russell Yancey, Jenny Hoffman

- 1) Updates – Reviewed minute takers, future TATA meeting locations and welcomed new members.
- 2) Discussion about CARES worker web training
 - Query only users will get training and access after all other users are trained
 - Question was raised whether or not the CWW training readiness activities should be located with all other CWW training courses.
 - PTS home page has a link to CWW Training – should training readiness activities be located here? Should they be easier to access? Currently they are located on the PTS Training Center website under the Distance Learning tab under Learner Support Services.
 - Pilot 1 (2/28/05) – Sauk and Jefferson did not have the formal training – State staff have helped them during the pilot period
 - Pilot 2 (4/4/05) – Dane, Rock and Columbia counties – will follow formal training (prep month, training month, Go Live month etc)
 - Prep month will include the following: The State will meet virtually with the rollout region via Wisline Web. They will go over everything the county will need to know such as training, IT, security, transitioning cases, operation impacts, reports, access etc.
 - During the prep month, each county will have a State person assigned to them to help meet your county needs.
 - While pilot users are taking the training, they should give feedback on the assessment portions related to specific questions, wording, graphics etc. They can then try to make changes if necessary before the State rolls out to other counties.
 - You cannot stop midway through the assessment – you must go through it all at once or it may show a fail if you get “kicked out”.
 - Preliminary results show that the training is not taking the projected 16 hours.
 - The review labs will go over the assessment questions and content and do a review prior to the participant taking the final assessment at the end.
- 3) CWW Kickoff
 - Great Feedback! 125 people attended in Madison and 173 attended the Wausau event.

- Evaluations were sent electronically – this worked well and there was a great response

4) CWW

- CARES call center is answering CWW production calls as of 4/18/05
- Training call center – supports the training materials. They answer technical issue questions, Pathlore/PTS Learning Center access questions, training environment questions etc.
- If counties get “system errors” during training, they need to fax into the State – fax both training and production errors so they can trouble shoot
- On 4/26/05, 280 changes will be made to CWW, therefore the CWW training materials will need to be revised. There will also be about 65 changes made in May.
- Counties can use the CWW Information and Feedback web site or the Eligibility Management Webpage – Hot Topics - to find what things have changed
- Counties need to make sure that they have met IT requirements according to DHFS Admin memo 05-01 otherwise computers may run very slow or other problems may occur.

5) Jefferson County had many tips – what works well, what is hard to get used to in CWW.

6) Reports – Counties will receive 2 types of CWW training reports regarding their staff. A Training Progress Report and an Assessment Report. Will get them the 2nd and 4th Monday of the Training Month and the Go Live month. They will also get it the 2nd Monday of the Transition month. The reports through Gap Analyzer & has 1 person per page. If counties have needs such as to sort these reports by supervisor or if they need them more often, they can get in touch with Susan Hegedus.

7) New Worker Training – email was sent to ATLs regarding new worker training needs during the months of 6/05 – 9/05. We don’t believe counties understood the need to respond to this as well as the impact. Theresa will consider all that was said and perhaps revise the approach to new worker needs during CWW implementation, however for now the plan is:

- PTS Training is planning on revising curriculum 6/05 – 9/05, therefore there will not be any formal new worker training offered
- Counties can call Lynda Fischer for options
- Agencies can draw up a training plan and train their workers independently during this time frame
- Dane County is taking the New Worker curriculum and incorporating CWW into it, since they are a pilot and need new workers to have CWW training ASAP

- The State will need to continue to work with the pilot counties if they have a need to hire before the training materials are done
- 8) Upcoming Initiatives – Document was emailed to us by Theresa.
Examples – CWW 1.5, CWW 2.0 etc, ACCESS online application, ACCESS change reporting, ECF, CWW Advanced Training, Training for Non Core CWW users etc.
- 9) Worker “saturation” and workload management in terms of incorporating all the new tools and initiatives; risks and benefits of implementing new initiatives and strategies - we may need to formulate a position and write and issue or a position paper.
- 10) Long Term Care Medicaid Training – What is the best approach for LTC training? Error rate in EBD and LTC is high, so are we doing this the best way that we can? We want a sub-group to look at this. Some names were taken and there will be more discussion at the next meeting.
- 11) Russell Yancey: Error Reduction Training in Milwaukee – Wages and Salaries - was mandatory for Milwaukee County staff and supervisors. It included an interview video, case examples with real check stubs, lecture training on policy etc. Pre and Post test was done. Training was successful.
- 12) Next meeting 5/17/05: some topics to include on the agenda:
 - a. Worker “saturation” and workload management in terms of incorporating all the new tools and initiatives; risks and benefits of implementing new initiatives and strategies - we may need to formulate a position and write and issue or a position paper.
 - b. When are we “done” with CWW training? How is this approach working, and what else might need to be offered as a “level 2” approach?
 - c. LTC curriculum re-design approach for subcommittee
 - d. New worker discussion
 - e. Dane County CWW pilot feedback